

# Project Design Phase - Problem Solution Fit

Date: 11 February 2026

Team ID: LTVIP2026TMIDS71508

Project Name: Calculating Family Expenses Using ServiceNow

## Target Customer

Families who want to manage and track daily household expenses.

## Problem

Families forget daily expenses, cannot calculate monthly totals and cannot analyze spending patterns.

## Existing Methods

Manual notebooks, memory based tracking, basic calculator usage.

## Why Existing Methods Fail

No automation, no history tracking, errors in calculation and no category analysis.

## Proposed Solution

ServiceNow based centralized expense tracking system.

## Key Features

Daily expense entry, automatic total calculation, category tracking, reports and history.

## Value Provided

Better financial awareness and spending control.

## Why Solution Fits

Uses simple forms and automation so users can easily adopt without learning new software.

## Success Indicators

Users regularly log expenses and view monthly reports.